Dear Swim Revers!

Great news, Graves have confirmed they are reopening and we can re-start Swim Rev!

Our first session back will be on **Monday 7th September**.

There will be some changes to ensure that we can run the sessions safely, please read on so you are familiar with the new set up.

**What hasn’t changed?**

* The squad sessions will still be Monday evenings 8-9pm at Graves
* You will still have the same happy smiling faces coaching you from poolside!
* There will be 6 swim lanes as usual

**What has changed?**

* We will no longer be able to congregate in reception before or after the session.
* Please arrive no more than 5 minutes before the swim. You will be directed through to the changing area/pool by the Graves reception staff.
* We strongly recommend you arrive at Graves with your swim kit on so you can be ready to swim promptly.
* The session will finish at 9pm. Showers and changing facilities are available, however we recommend limiting this to a quick shower and change so you can be out of the leisure centre promptly.
* Please maintain social distancing when using changing rooms, showers and waiting on poolside.
* We will not be able to loan you swim toys so recommend you bring your own
* In order to operate safely, e.g. no paper sign-in, no cash transactions and to allow for ‘track and trace’, we have had to move to online bookings and payments.
* You must pre-book your place in the session on the Swim Revolution website www.swimrevolution.co.uk. Sessions can be booked up to 3 weeks in advance and up to 24 hours before the swim (8pm Sunday). We cannot accommodate ‘drop-ins’ on the night or cash payments, so please make sure if you want to swim, you are booked in and paid by 8pm Sunday.
* We have a limit to the number of swimmers that we can accommodate, so please make sure you book ahead to avoid disappointment!
* Session payments will need to be made online when you are booking your session.
* As most of you will know, Jon, Matt and Jane don’t run Swim Rev for profit and have always kept costs to reflect outgoings. The transition to online booking and pre-payment has inevitably led to increased costs for us, therefore we have had to make a small increase to the weekly session price, which is now £9.50. We hope you understand that this is purely so we can continue to run the swim sessions.
* Unfortunately, we are no longer able to take block payments.
* **Cancellations can be made until 24 hours before the swim (8pm Sunday). After this we are unable to offer refunds.**
* We will allocate swimmers to lanes before the session. When you arrive for your swim, we will sign you in and let you know your swim lane.

**What you need to do**

* Please familiarise yourself with the online booking and payment system
* Consider purchasing your own swim training aids if you do not have them already, these are widely available online but we will be selling some of our kit, if you are interested in buying at a reduced price let us know.
* Please let us know if your contact details (email/mobile number) have changed since you completed your new swimmer forms (this may be some time ago for many of you!). This enables us to comply with the NHS track and trace system if needed.
* Do not attend a session if you have symptoms of coronavirus or if you are self-isolating.

**What if you have outstanding credits?**

If you have remaining credits from block payments that were purchased after 6th April 2019, please contact jon@swimrevolution.co.uk and we will apply these credits to your account for future bookings.

We are unable to offer cash refunds for remaining credits.

**Swim analysis**

If you would like a swim analysis, please see website for pricing information. To book a session, please email Matt@swimrevolution.co.uk and we can discuss this with you.

If you have any questions, please get in touch. If not, we hope to see you in the pool soon!

Best wishes

Jon, Matt and Jane